

Counseling Skills and Human Relations

1. Title of Course: Counseling Skills and Human Relations

2. Class Number and Prefix: MLS 3934 3. Course Length: 60-CEU's 6.0

4. Course Justification: Requests have been received from managers in the local

service area, both military and civilian, for a course to help them develop new skills in
counseling employees and subordinates. This course has been developed to answer these
needs

5. Target Audience: Fort Bragg, Pope AFB, and the surrounding service area.

6. Evaluation Procedures: Written tests and practical "hands-on" exercises

7. Prepared By/Committee:

8. Course Description: This course is designed to develop the supervisor's understand-
ing and skills in the important components of the helping relationship: establishing
rapport and trust, listening and responding to effective and cognitive data, exploring
values and attitudes, and initiating the problem solving process.

9. Approved:

Date: _____

Date:

Objectives: .

Upon completion of this course, the student will be able to:

1. Understand non-directive, directive, and eclectic approaches to counseling.

2. Identify the characteristics of a good counselor.

3.. Utilize principles and techniques of vocational counseling.

4. Manage implausible/difficult situations.

5. Identify methods of building confidence and supporting counselees.

(If more than 5, please see attached list)

Course Outline: See attached.

Texts: None required.

Additional References: Water, Jane Techniques of Counstiling, McGraw-Hill Book Co.

Instructor prepared handouts.

COURSE OUTLINE FOR COUNSELING SKILLS AND HUMAN RELATIONS

- I. Introduction/Orientation/Registration
- II. Use of Direct Counseling Method
- III. Use of Non-Direct Counseling Method
- IV. Use of Eclectic Counseling Method
- V. Concept of Self
- VI. Understanding the Individual
- VII. Clarifying Goals
- VIII. Releasing Tension
- IX. Focusing on Individual Problem
- X. Counseling: Helpful Communication
- XI. Pitfall of False Hope
- XII. Effective/Affective Listening
- XIII. Understanding/Counseling Minorities
- XIV. Understanding/Counseling Women
- XV. Eliminating Personal Opinions
- XVI. Rational vs. Irrational Beliefs
- XVII. Knowing One's Strengths/Limitations
- XVIII. Role Playing – Individual Counseling
- XIX. Individual's Course of Action
- XX. Conclusion/Summary/Review
- XXI. Final Examination

Supervision and Management

1. Title of Course: Supervision and Management

2. Class Number and Prefix: MLS 3917 3. Course Length: 60 CEU's 6.0 4. Course

Justification: Requests have been received from newly appointed/promoted managers and supervisors-both military and civilian-for a course that would provide them with intensive training in the managerial skills needed to succeed in their new positions. This course has been developed in an effort to meet these needs.

5. Target Audience: Fort Bragg, Pope AFB, and the surrounding service area.

6. Evaluation Procedures: Written tests and practical "hand-on" exercises.

7. Prepared By/Committee: _____

8. Course Description: This course is designed for the mid-level manager/supervisor to include leadership skills in handling personnel, utilization of equipment, and proper management of both. This includes preparation of work plans, directing work activities, performance evaluation, and problem solving techniques.

9.

Approved: _____

Date: _____

Approved: _____

Date: _____

Objectives:

Upon completion of this course, the student will be able to:

1. Identify the styles of leadership and discuss advantages and disadvantages of each.
2. Identify the five functions of management (directing, organizing, controlling, coordinating and planning).
3. Prepare plans for organizing personnel and equipment and develop them into a comprehensive work plan.
4. Demonstrate an ability to use management techniques as applied to time, problem solving, and performance evaluation.
- 5.

(If more than 5, please see attached list)

Course Outline: See attached

Texts: None required.

Additional References: Instructor prepared handouts.

COURSE 0 UTLINE: SUPERVISON AND MANAGEMENT

- I. Introduction and Orientation
- II. Role of the Supervisor
- III. Leadership in Supervision
- IV. Directing Personnel and Equipment
- V. Organizing Personnel and Equipment for Work
- VI. Coordinating All Functions for Smooth Operation
- VII. Planning Daily Work Activities
- VIII. Building a Cohesive Work Team
- IX. Accomplishing Work Goals
- X. Decision Making
- XI. Providing Support to Subordinates
- XII. Building Upon Individual mid Organizational Strengths
- XIII. Increasing Inter-Personal Effectiveness
- XIV. Understanding Subordinates: Abilities, Skills, Needs, and Attitudes
- XV. Motivating Subordinates
- XVI. Supervising Young Subordinates
- XVII. Supervising Women
- XVIII. Supervising Ethnic Groups
- XIx. Evaluating Performance
- Xx. Handing Problem Subordinates
- XXI. Discipline
- XXII. Conclusions, Summary and Review
- XXIII. Final Examination

Effective Writing Techniques

1. Title of Course: Effective Writing Techniques

2. Class Number and Prefix: COM 3729 3. Course Length: 60CEU's 6.0 4. Course

Justification: Requests have been received from both military and civilian managers and supervisors for a course that provides them with training in the written skills needed to succeed in their new positions. This course has been developed to answer these needs.

5. Target Audience: Fort Bragg, Pope AFB, and surrounding areas

6. Evaluation Procedures: Graded exercises, quizzes, and final exam.

7. Prepared By/Committee:

8. Course Description: This course will study the essential qualities of good writing, concepts of administrative management, and business communications as the backbone of the administration support system.

9.
Approved:

Date:

Approved:

Date:

Objectives:

Upon completion of this course, the student will be able to:

1. Use qualities of good writing and edit documents.
2. Prepare written reports and memorandums that are clear and concise.
3. Construct and develop paragraphs and vary sentences.
4. Understand the function of business communication skills in the organization. . 5.
Be able to prepare written reports and other business documents in final format. (If
more than 5, please see attached list)

Course Outline:

I. English Grammar

II. Sentence

A. Construction

1. Phrases
2. Clauses

B. Kinds

1. Simple
2. Compound 3.
- Complex

C. Faults

1. Fragments 2.
- Run-ons

B. Unity & Coherence

C. Development

1. Facts
2. Definition
3. Comparison
4. Contrast
5. Examples
6. Arguments or reasons
7. Combinations

IV. Proofreading + Editing

Texts: Fundamental English Review

Additional References: Instructor-prepared handouts

Automated Inventory Control (Supervisor)

1. Title of Course: Automated Inventory Control (Supervisor)
2. Class Number and Prefix: MLS 3886 NSO 3. Course Length: 40 hrs CEU's 4.0 4. Course Justification:
In Fayetteville, Cumberland County, and the surrounding service area the
demand for supervisory personnel increases daily. Industry requires well-trained and competent..
individuals to meet growing demands.
5. Target Audience: Residents of Cumberland County and the surrounding areas of Fort Bragg and
Pope Air Force Base.
6. Evaluation Procedures: Written, oral and computer based training along with hands-on practical
exercises.
7. Prepared By/Committee: .
8. Course Description: This course is designed to provide students with the knowledge and skills needed
to supervise material management, oversee maintenance of automated records, and to account property.
This course focuses on ways to standardize and improve systems management, and how to integrate these
results using today's business technology. Emphasis is placed on oversight of collection of data, follow up
actions and logistics procedures at different levels of management.
9. Approved: Date:

Approved: Date:

OBJECTIVES:

Upon completion of this course, the student will be able to:

1. Maintain and manage automated data systems.
2. Conduct document review.
3. Control data flow. .
4. Input information properly and accurately.
5. Manage system manpower.
(If more than 5, please see attached list) . . '

COURSE OUTLINE:

1. General Operations
 - a. Equipment and software b.familiarization
 - Initiation of sessions
 - c. Stopping and suspending work
 - d. Transactions and downloads .
2. Operations
 - a. Registering inf~mnation
 - b. Input requirements
 - c. Updating man hours to include d_e:xtendedovertime.
 - Tracking materials
 - e. Warehousing and Shipping
 - f. Substitute shipping of items
3. Manpower
 - a. Reassessing personnel and procedures b.
 - Manpower data flow
 - c. Manpower accouting
 - d. Personnel files

TEXTS: Automated Information Systems Manual: ASI-M 25-L21-AHN-BUR-EM

ADDITIONAL REFERENCES: Handouts, practical exercis~::s and lesson plans

Automated Inventory Control (Operator)

1. Title of Course: Automated Inventory Control (Operator)
2. Class Number and Prefix: MLS 3886 NSO 3. Course Length: 120 hrs CEO's 12.0
4. Course Justification: In Fayetteville, Cumberland County, and the surrounding service area the demand for automation increases daily. Industry requires well-trained and competent individuals to meet growing demands.

5. Target Audience: Residents of Cumberland County and the surrounding areas of Fort Bragg and Pope Air Force Base.

6. Evaluation Procedures: Written, oral, and computer based training along with hands-on practical exercises.
7. Prepared By/Committee:
8. Course Description: This course is designed to provide students with the knowledge and skills needed to manage material, maintain records, and account for property. This course focuses on standardized methods of collecting data, ways to improve systems management, and how to integrate these results, using today's business technology. Emphasis is placed on correct input/output of data, follow-up actions and procedures necessary at different levels of management. Additionally it teaches students the proper procedures for automated maintenance, including obtaining, preparing, and submitting daily weekly, and monthly status reports.



OBJECTIVES:

Upon completion of this course, the student *will* be able to:

1. Maintain and manage automated data systems.
2. Conduct document review.
3. Control data flow.
4. Input information properly and accurately.
5. Manage system manpower, . . ."

COURSE OUTLINE:

See attached outline.

TEXTS: Automated Information Systems Manual: ASI-M 25-L21-AHN-BUR-EM

ADDITIONAL REFERENCE.S: • Handouts, practical exercises and lesson plans

Course Outline
Automated Inventory Control
Operators Course

1. GENERAL INSTRUCTION
2. STATUS SYMBOLS
3. MAINTENANCE
4. SCHEDULE MAINTENANCE
5. NONMISSION CAPABLE
6. HISTORICAL INFORMATION
7. TABLES
8. ARMY LOGISTIC READINESS SUSTAINABILITY
9. STATUS REPORT FLOW
9. MATERIAL CONDITION STATUS REPORTING
10. APPENDIXES
 - B-1. GROUND EQUIPMENT
 - B-2. GROUND SYSTEMS
11. UNIT SUPPLY SYSTEMS
12. REQUESTING AND RECEIVING SUPPLIES
13. RECEIVING SUPPLIES
14. PRESCRIBED LOAD LIST
15. TABLES
 - A: SYSTEM SUMMARY
 - B. ACCESS TO SYSTEM

- C. SECURITY PROCESS
- D. SYSTEM UTILITIES
- E. CATALOG
- F. EQUIPMENT ADDITION
- G. OPERATORS
- H. EQUIPMENT CLASS CODES
- I. MAINTENANCE PROCESS
- J. SEND SAM TRANSACTIONS
- K. MATERIAL STATUS REPORTING SYSTEM
- L. SUPPLY PROCESS
- M. DISPLAY
- N. SAGE DATABASE INQUIRY